NN/LM

**National Network of
Libraries of Medicine**

Greater Midwest Region
Document Delivery Manual

Acknowledgments

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I. Introduction

Interlibrary loan is the means of providing access to information when ownership of materials is beyond the scope or the ability of a particular library. The National Network of Libraries of Medicine™ (NN/LM)™ has established a national ILL plan for medical libraries. The goal of this plan is to provide health professionals with timely access to biomedical information through the effective use of the nation's health sciences libraries' collections. The Greater Midwest Region (GMR) has established a regional interlibrary loan plan for medical libraries that follows the goals of the national plan. (See Appendix A.)

A spirit of cooperation is the foundation of any interlibrary loan network. Interlibrary loan services play an integral part of resource sharing between libraries. By participating in ILL activities, an institution expands its biomedical information resources for patient care, research, and education. All participating libraries in the NN/LM should consider ILL a privilege that requires both borrowing and lending materials. The availability of ILL services is not a substitute for resource development.

All libraries participating in the NN/LM GMR are expected to accept the goals and objectives of the GMR Interlibrary Loan Plan. The regional interlibrary loan network should include but not be limited to:

- Developing locator tools;
- Establising requesting patterns;
- Contributing to and mantaining SERHOLD® information; and Coordinating DOCLINE® participation.

II. Network Member Libraries

Any library or information center in the Greater Midwest Region (GMR) with its own collection of health sciences materials from which, in part, it provides information services to health professionals, can become a network participant. As a participating institution, libraries accept the goals and objectives of the GMR Interlibrary Loan Plan.

To facilitate ILL, the NN/LM has established a hierarchial arrangement of health sciences libraries in the United States. The libraries are arranged as follows, by level of responsibility:

- Primary Access Libraries
  Primary Access Libraries (PALs) constitute health sciences libraries at the local level, which usually are a health professional's initial access point into the network. These include libraries in hospitals, health centers, colleges, universities, and biomedical companies. PALs should use all local, reciprocal borrowing arrangements (e.g. consortium/local group agreements or state networks) before accessing Resource Libraries, Regional Medical Libraries, and the National Library of Medicine. One of the benefits of consortium membership for librarians is the ability to share existing resources as a first access point into the ILL network. While PALs have traditionally provided each other with free interlibrary loan service, some may choose to charge for the service. PALs are encouraged, but not required, to adhere to the national maximum ILL charges. PALs should use all locator tools (such as the NN/LM GMR Union List of Serials and SERLINE) before sending an interlibrary loan request.

  The NN/LM does not establish rules for other local, state, or regional networks in the GMR. Therefore, if a PAL participates in other cooperative ILL arrangements the PAL should check the ILL policies and procedures of those networks.

- Resource Libraries
  Resource Libraries (RLs) are libraries with large or specialized collections, usually located at medical schools, that have signed an agreement with the Greater Midwest Region stating that they agree to process (fill and refer) ILL requests from PALs and other Resource Libraries according to the GMR Interlibrary Loan Plan. There are thirty Resource Libraries in the Greater Midwest Region. (See Appendix B.)

- The Regional Medical Library
  The Regional Medical Library (RML) is one of eight institutions that has been awarded the five-year NN/LM contract from the National Library of Medicine. The RML's responsibilities include coordinating, training, and promoting the regional ILL network and health sciences information services. The University of Illinois at Chicago Library of the Health Sciences serves as the RML for the Greater Midwest Region which encompasses the states of Illinois, Indiana, Iowa, Kentucky, Michigan, Minnesota, North Dakota, Ohio, South Dakota, and Wisconsin. The RML acts as a backup resource for libraries as well as unaffiliated health professionals in the region.

- The National Library of Medicine
  The National Library of Medicine (NLM) is the world's largest and most prestigious medical library. NLM, part of the National Institutes of Health, serves as the overall coordinator of the NN/LM and acts as a backup resource for all other libraries in the network.

Network Member Libraries

III. Verification

All interlibrary loan requests should be verified before they enter the interlibrary loan system. Verification includes ensuring that the author, title, journal, volume, issue, and page numbers are all correct. The locator tool or source used for the verification should be noted on each interlibrary loan. Interlibrary loans which are not verified may be returned as unfilled by the lending library.

When a librarian is unable to verify an ILL, all sources which have been used to attempt the verification should be listed (i.e. *Index Medicus*, CINAHL, MEDLINE®, CANCERLIT®, *PsychInfo*, etc.). Lending libraries will attempt to fill the loan from the citation given on the ILL request.   Potential lending libraries are under no obligation to look further than the information provided on the ILL request. The potential lending library may reject any loan which is unverified and cannot be filled using the information given. Requests entered into DOCLINE with a Unique Identifier (UI) number are automatically verified.

Different types of verification tools are available for different materials. A list of reference tools and online databases commonly used for verification appears below.

FOR JOURNAL ARTICLES:
Biological Abstracts
Chemical Abstracts
Cumulative Index to Nursing and Allied Health Literature
Hospital Literature Index
Index to Dental Literature
Psychological Abstracts
Index Medicus
BIOSIS PREVIEWS
CA SEARCH
Health Planning and Administration
MEDLINE
TOXLINE®
CANCERLINE®
International Nursing Index

FOR MONOGRAPHS OR AUDIOVISUALS:
Books in Print
Cumulative Book Index
NLM Audiovisuals Catalog

AVLINE®
CATLINE®
OCLC

IV. UNION LISTS OF SERIALS & SERHOLD

A. Union Lists and Other Locator Tools

Union lists and other locator tools are used by borrowing libraries to identify serial and monographic holdings of lending libraries. Using locator tools to verify ownership of a needed item greatly increases efficiency within the interlibrary loan network. The correct use of locator tools eliminates the random selection of lending libraries which might not own the material, reduces the number of referrals, and reduces the turnaround time for fulfilling interlibrary loan requests. The following locator tools are recommended for use by GMR member libraries.

1. Online locator tools

DOCLINE
DOCLINE automatically verifies ownership of requested items based on the data in the the SERHOLD database provided by each lending library. Libraries using DOCLINE to request interlibrary loans of NLM SERLINE titles need not check other locator tools prior to submitting requests.

DOCLINE cannot verify the ownership of monographs, audiovisuals, or non-SERLINE serials. Instead, these requests are routed to potential lenders that are selected by the requestor. In this case, DOCLINE users should verify ownership through other means.

SERLINE
SERLINE is the National Library of Medicine's authoritative bibliographic database of over 78,000 serial titles. The database contains location fields where the SERHOLD symbols of holding libraries appear. The holding libraries are limited to approximately 160 (predominantly) resource libraries nationwide. No actual holdings statements are shown. Once in a SERLINE record, type "PrtL3" to display the holding libraries in the Greater Midwest Region.

OCLC
The Online Computer Library Center (OCLC) is another useful database for verifying serial and monographic holdings. GMR librarians can opt for OCLC Group Access Capability (GAC) which allows participating network members to view each other's holdings in a union list format.

2. Hardcopy Union Lists

GMR Union List
Annually, after loading new or updated holdings into SERHOLD, the GMR requests, from NLM, a microfiche of the region's holdings, which it sells to members at cost. Contact the GMR office to obtain a copy. (See Appendix L.)

State or Consortium Union Lists
State or consortium union lists are available from various state organizations or consortia.

Beginning in 1996, the GMR office will coordinate the production of union lists for individual libraries, state organizations, or consortia. The SERHOLD database will be used to generate the union lists, and charges will be based on size. Contact the GMR office for more information.

Union lists may be requested from OCLC as well. GMR GAC independent selective OCLC members may contact OCLC to request a union list, the charges for which will be included in the annual GMR tapeload billing. OCLC Network members may request printed offline products from their OCLC Network offices.

B. SERHOLD

SERHOLD, the NLM's database of machine-readable serials holdings statements held by U.S. biomedical libraries, is used in conjunction with a library's routing table as the basis for routing DOCLINE requests.

All participating DOCLINE libraries holding 25 or more journal titles must have their current holdings in SERHOLD. However, libraries with fewer than 25 titles may participate in DOCLINE without listing their holdings in SERHOLD, provided they act as a Loansome Doc provider for unaffiliated Grateful Med users.

The Regional Medical Library is responsible for the collection and coordination of SERHOLD data for each region. Most GMR libraries enter and maintain holdings data via an OCLC Union List tape.

The GMR office coordinates the production of four OCLC tapes for the annual SERHOLD load:

• GMR GAC Union List
• Wisconsin Health Sciences Libraries Union List
• Michigan Health Sciences Union List
• Illinois Health Sciences Libraries Union List

Listed below, by state, are suggestions for adding serials holdings data to each of these OCLC tapes.

Wisconsin:

Wisconsin Interlibrary Services (WILS) coordinates inclusion in the Wisconsin Biomedical Union List of Serials tape for SERHOLD entry, providing profiling and union list services for both full OCLC members and selective users. For more information, contact:

Wisconsin Interlibrary Services (WILS)
728 State Street
Room 464
Madison, WI 53706
608/263-5051

Health sciences libraries that are members of the local public library networks in Wisconsin may go through the public library system for holdings maintenance and union list services. Libraries not affiliated with the public library system may contact, Julie Schneider, Wisconsin Union List Coordinator, for these services.

Julie Schneider
Medical Librarian
Mercy Hospital
1000 Mineral Point Ave.
PO Box 5003
Janesville, WI 53545
608/756-6749

Michigan:

The Michigan Library Consortium (MLC) coordinates the production of the Michigan Health Sciences Union List of Serials (MIHSULS) tape for SERHOLD entry.

MLC provides profiling and union list services for both OCLC full members and selective users. Michigan Regions of Cooperation (ROC) can provide holdings maintenance. For a referral to a library providing holdings maintenance, call MLC.

Michigan Library Consortium (MLC)
Suite 8
6810 South Cedar St.
Lansing, MI 48911
517/694-4242

Illinois:

ILLINET coordinates the production of the Illinois Health Sciences Union List of Serials for SERHOLD entry. This tape is generated in November.

ILLINET also provides profiling and union list services for health sciences libraries in Illinois that are both full OCLC members and selective users. In addition, they will provide holdings maintenance for libraries that are not full OCLC members.

ILLINET/OCLC Services
Illinois State Library
300 South Second Street
Springfield, IL 62701-1796
217/785-1532

Minnesota, North Dakota, and South Dakota:

Libraries in these three states can join the OCLC GMR GAC to have their holdings loaded into SERHOLD. For profiling and union list services, both OCLC member libraries and selective users may contact the MINITEX Library Information Network. In addition, MINITEX will provide holdings maintenance for OCLC selective users.

MINITEX Library Information Network
S-33 Wilson Library
University of Minnesota
309 19th Avenue South
Minneapolis, MN 55455-0414
612/624-4002

Libraries may also choose to go through the GMR for these services. GMR will provide GAC profiling (via OCLC), holdings maintenance (via UIC LHS), and union list services. Call the GMR office at 800/338-7657 for more information.

Iowa:

Libraries in Iowa can join the OCLC GMR GAC to have their holdings included in SERHOLD. OCLC libraries may use the Bibliographic Center for Research (BCR) field office in Ames for profiling and union list services. Selective users may use BCR, but typically contact the Iowa Hospitals Health Systems Library for holdings maintenance, profiling, and union list services.

Bibliographic Center for Research (BCR)
Iowa State University
Library, Room 295
Ames, IA 50011
Contact: Dreama Deskins
515/292-1118

Iowa Hospitals Health Systems Library
100 E. Grand
Des Moines, IA 50309
Contact: Roxanne Toverea
515/288/1955

Ohio:

Libraries in Ohio can join the OCLC GMR GAC to include their holdings
in SERHOLD. OCLC members and selective users can use OHIONET for
profiling and union list services. Selective users may also use OHIONET for
holdings maintenance.

The State Library of Ohio provides holdings maintenance for hospital
libraries that are not OCLC members. The Ohio Kentucky Cooperating
Libraries (OKCL) also provides holdings maintenance for selective users.

OHIONET
1500 West Lane Avenue
Columbus, OH 43221-3975
614/486-2966

State Library of Ohio
Circulation Department
65 S. Front St.
Columbus, OH 43215
800/686-1533

Ohio Kentucky Cooperating Libraries (OKLC)
Cedarville College Centennial Library
PO Box 601
Cedarville, OH 45314-0601
Contact: Kelly Helwig
513/766-7840

Indiana:

Libraries in Indiana may join the OCLC GMR GAC to have their holdings included in SERHOLD. Full OCLC members can use the Indiana Cooperative Library Services Authority (INCOLSA) for profiling and union list services.

Selective users may use the GMR for OCLC GAC profiling, holdings maintenance (via UIC LHS), and union list services. Call the GMR office at 800/338-7657 for more information. Selective users may also use the Hand Research Foundation for holdings maintenance.

Indiana Cooperative Library Services Authority (INCOLSA)
5929 Lakeside Boulevard
Indianapolis, IN 46278-1996
317/298-6570

Hand Research Foundation
8501 Harcourt Rd.
PO Box 80431
Indianapolis, IN 46280-0434
Contact: Elaine Skopelja
317/471-4340

Kentucky:

Libraries in Kentucky can join the GMR GAC to have their holdings included in SERHOLD. Full OCLC members can use the Southeastern Library Network, Inc. (SOLINET) for profiling and union list services. Selective members typically enjoy membership in the Kentucky Library Network (KLN), which provides holdings maintenance and union list services through an agreement with the University of Louisville. Contact KLN for more information.

GMR will provide OCLC GAC profiling, holdings maintenance (via UIC LHS), and union list services. Call the GMR office at 800/338-7657 for more information.

Some libraries in northern Kentucky may join OKCL for holdings maintenance. (See previous page for more information.)

Southeastern Library Network, Inc. (SOLINET)
400 Colony Square, Plaza Level
Atlanta, GA 30361-3601
404/892-0943
800/999-8558

Kentucky Department for Libraries and Archives
Kentucky Library Network (KLN)
300 Coffee Tree Road
PO Box 537
Frankfort, KY 40602-0537
Contact: Linda Sherrow
502/564-8300 x230 or x326

V. Interlibrary Loan Requests

A. DOCLINE

DOCLINE is the automated interlibrary loan request and referral system developed by NLM. The system was created to fill an immediate need for improved service to the health professional by the electronic routing of ILL requests throughout the NN/LM.

The system may be accessed by any terminal or microcomputer that has a modem and is able to display 80 characters across a line. NLM recommends the use of microcomputers with terminal emulation software operating at 2400 baud (or faster) with a printer. (See Appendix E.)

The National Library of Medicine has prepared a very complete and detailed *DOCLINE Manual.* This manual and its updates are sent to all DOCLINE libraries. The format, information, and standards presented in the manual are the ones adhered to in the Greater Midwest Region. In addition, a DOCLINE training video was produced in 1994 by the NN/LM New England Region Office. The video, *DOCLINE for Document Delivery*, can be purchased from Video Files, 1011 Arlington Blvd., Suite T-4, Arlington, VA 22209 for $13.50 (check or money order only.) (See Appendix D.)

The Outreach Librarians are available in the Greater Midwest Region to answer DOCLINE questions (800/338-RMLS). DOCLINE questions may also be directed to NLM's Collection Access Section (800/633-5666 or 301/496-5511.) DOCLINE desk hours are: Monday-Friday, 7:00 a.m.-10:00 p.m. (Eastern time) and Saturday, 7:00 a.m.-5:00 p.m. (Eastern time).

Interlibrary cooperation involves the adherence of each participant to standards of performance. The standard of performance for DOCLINE is the adherence by each DOCLINE library to the signed Memorandum of Understanding and the procedures set forth in this Greater Midwest Region Document Delivery Plan. In this plan, each DOCLINE library is expected to be both a borrower and a lender, and must agree to receive requests from DOCLINE on a daily (Monday - Friday) basis.

Any librarian who works part-time, is on vacation, is absent from work, or encounters any other short-term problem impeding his receipt of DOCLINE requests is encouraged to have a DOCLINE "buddy" to keep the requests moving on the system. The DOCLINE Buddy System allows one library to receipt another "buddy's" requests and re-route the requests using the OTH (Other) option. This permits requests to move along the system without sitting for one full working day before DOCLINE automatically re-routes the non-receipted request.

1. Borrowing

Automatic routing of requests is a major advantage of the DOCLINE system. DOCLINE automatically routes requests using a SERLINE routing table constructed by each individual librarian. This table has 180 cells for 180 potential lending libraries. DOCLINE uses the borrowing library's table to automatically route a request to a lending library that owns the title. This eliminates the time spent manually determining which library owns the title.

Another advantage of DOCLINE is a link between DOCLINE and the following MEDLARS® databases – MEDLINE, the MEDLINE backfiles, CATLINE, AIDSLINE®, CANCERLIT, HEALTH®, and AVLINE. This link allows a borrowing library to input only the item's unique identifier (UI). DOCLINE will automatically fill in the citation information. If the UI is not known, DOCLINE will prompt the user to input the citation.

DOCLINE uses an algorithm to randomly select a lending library from the borrowing library's SERLINE Routing Table, starting with the libraries listed in cell 1. A properly constructed SERLINE Routing Table eliminates the need to prefix the majority of loans on DOCLINE, and the random selection equalizes interlibrary loan traffic.

Monograph and audiovisual requests cannot be automatically routed using the SERLINE Routing Table. The borrowing library can construct a four-cell Monograph/Audiovisual/Non-SERLINE Routing Table to request monographs and audiovisuals from up to four potential lending libraries.

For all requests without a unique identifier, the borrowing library should verify the accuracy of the citation and note the source in DOCLINE's verification field. (See III. Verification.)

2. Lending

It is the responsibility of the receiving library to answer each request in a timely and accurate fashion. Each DOCLINE library is expected to receipt requests every working day (Monday-Friday). Loans which are not "receipted" are re-routed to the next potential lending library after one full working day. When a decision to fill or not fill the request is reached, the action to be taken is entered into DOCLINE. For a filled request, DOCLINE sends notification to the borrowing library. For a request which is not filled, the request re-enters the system. Using the borrowing library's SERLINE Routing Table, the request is automatically routed to another library that owns the requested journal.

DOCLINE uses standard interlibrary loan abbreviations (for example, NOS, LAC, OTH) to explain why a library cannot fill a loan. These abbreviations are listed in the *DOCLINE Manual*.

When a library receives a request for a journal title or volume that it does not own, the request should be printed and the holdings should be checked and updated. If no obvious explanation for the mis-routed request can be found, the librarian should contact the NN/LM Greater Midwest Region office.

3. Clinical Emergencies

Clinical emergencies requiring a rush fax should be telephoned to the lending library. A follow-up DOCLINE request may be entered into the system for billing and statistical purposes. (See Appendix O.)

4. Statistics

The National Library of Medicine provides each DOCLINE library with quarterly statistics on the library's borrowing and lending. These reports should be used when constructing or revising the DOCLINE routing cell table.

For example, Library A has borrowed 50 items from Library B during a particular year. Library B has borrowed 10 items from Library A during the year. Library A will move Library B from Cell 1 to Cell 3 on its SERLINE Routing Table to obtain a better balance between the number of loaned items and the number of borrowed items.

Annual statistics are provided for each DOCLINE library that list the journals that have been requested and the number of times each library has requested a particular title. These statistics are provided to assist each librarian with collection development. For example, a library has no holdings for gerontological journals. The library requests articles from *Gerontology* from the last five years more than five times during a particular year. The librarian will want to analyze the patrons' needs and the institution's programs to determine whether the current collection is meeting those needs.

5. DOCUSER®

DOCUSER (DOCument delivery USER) is a free National Library of Medicine database with information about health sciences libraries nationwide and some Canadian libraries. DOCUSER includes interlibrary loan policy information. DOCUSER is updated from information provided on the National Network of Libraries of Medicine (NN/LM) membership survey forms. Name and address changes are only made through contacting the NN/LM Greater Midwest Region office or the Collection Access Section at NLM.

The information contained in DOCUSER is always superseded by an individual library's current interlibrary loan policy. DOCUSER is an informational file and, as such, should not be interpreted as an authority file. It is each individual librarian's responsibility to ensure that the library's DOCUSER information is current.

DOCUSER may be accessed to locate information on libraries that are outside the Greater Midwest Region. For example, to locate information on the library whose SERHOLD Code is MOJ, enter the MEDLARS system, and, using command language, type the following:

file DOCUSER
(shid) moj
ss (1) pstg (1)
prt compr

1
NA - MISSOURI INSTITUTE OF PSYCHIATRY; LIBRARY ILL
AD - 5400 ARSENAL STREET ST LOUIS MO 63139
LB - 63139B
DU - ACTIVE

The command "prt compr detailed" will provide detailed document delivery information.

B. Mail

All mailed interlibrary loan requests must be typed on an American Library Association (ALA) or International Federation of Library Association (IFLA) Form. Any handwritten form may be returned unfilled. A step-by-step procedure for completing an ALA interlibrary loan form follows.

1. Date the request form; include month, day and year.

2. Fill in the deadline for loan, if applicable.

3. Assign an in-house order number if you use them.

4. Remarks section:

Note which Greater Midwest Region locator tools you have used. Be specific and include page numbers and volume of print indices.

The use of locator tools avoids referral charges and follows the spirit of cooperation needed for an effective interlibrary loan network. Absence of a locator tool may result in a request being returned to you unfilled and other unnecessary delays.

Note if referral is not desired. All Resource Libraries refer ILL requests on to another library unless "DO NOT REFER" or "DO NOT REFER TO NLM" appear at the top of the ALA form or in the notes section. If you want another Primary Access Library (PAL) to refer your mail request on to another library, you must type the SERHOLD code of the other holding libraries on the form. PALs are not required to refer loans.

5. If a complete NLM call number is available, it should be noted.

NLM uses call numbers on periodicals as well as other materials. You must include the NLM call number on the form if you go directly to NLM, or if the form may be referred to NLM. Call numbers can be verified on CATLINE, SERLINE, and AVLINE.

6. Enter LIBID and complete name and address of your institution.

A LIBID is a LIBrary IDentification (LIBID) code assigned by the National Library of Medicine or the NN/LM GMR office. The LIBID is placed above or next to the institution's name and address. Use the LIBID on all requests.

7-9. Identify the requesting patron for in-house use.
  7. Patron's name.
  8. Patron's status. (RN, MD, Ph.D., Libn., etc.)
  9. Department—Use the name of the patron's department or the patron's beeper number.

10. Enter the appropriate citation information.

Monograph author:

The name of the author of the monograph should be entered in the following order: last name, first name, and the middle initial. If there is more than one author, "et al" should follow the full name of the first author. For a corporate author, use the full name of the group or society as it appears in the citation.

Journal author, title, and pages:

For an article, list the author's full last name, first name, and initials. For long titles, put the first few unique words in the title and indicate continuation by an ellipsis. Pages for both the beginning and end of the article should be noted. (Example: Guthrie, Lawrence S. An Interlibrary Loan System ... 59-61)

11. Monograph title, edition, and place and date of publication:

Note the full title of the book or audiovisual program.   Do not abbreviate. For long titles, type in the first few unique words and indicate continuation by an ellipsis. The edition, if one is mentioned, should follow the title. Next list the place and the date of publication. (Example: Library Cooperation and Networks ... New York, 1991.)

Journal title, volume, issue, and date:

List the full journal title or use the abbreviation from the *List of Serials for Online Users* or *Index Medicus*. For example, the abbreviation for

Medical Research Council Special Report Series (London) is Med Res Counc Spec Rep Ser Lond.

12. List the complete bibliographic source of citation.

All interlibrary loan requests should be verified before they enter the document delivery system. Verification includes ensuring the author, title, journal, volume, issue, and page numbers are all correct.

13. List the reference numbers, if known.

Online databases (such as MEDLINE), and the online catalogs (such as RLIN and OCLC) assign a unique accession or control number to each citation. For example, the reference number of a MEDLINE citation might be UI9207332.

14. Indicate the maximum price you are willing to pay for the loan.

15. Include the complete address of the lending library.

Use the complete address of the library to which you will be sending the request.

16. Check the appropriate copyright compliance box.

Check the box indicating compliance with either the Copyright Law (CCL) or the Copyright Guidelines (CCG). (See Section VIII. Copyright.) Requests which do not include this information may be rejected by the receiving library.

17-18. Sign the form.

The person authorized to request interlibrary loans must sign the form and include his/her official title.

19. Check appropriate format indication.

Check one box only. If you are requesting a monograph or an audiovisual, check the box marked "Loan." If you are requesting a photocopy of an article or part of a book, check the box marked "Photocopy."

20-21. The lending library should enter the following complete and accurate information:

> Date loan request is received.
> Date loan request is answered and mailed.
> Reason the request is not filled.

C. Telefacsimile

Telefacsimile (telefax, fax, or facsimile) requests may now be ordered on DOCLINE. DOCLINE looks through the DOCUSER file and will send to a library which has indicated a "yes" next to the telefacsimile field.

Many Primary Access Libraries (PALs) have fax machines and will provide interlibrary loans by fax. PALs should be contacted for individual fax policies.

D. Telephone

The telephone is still used to request interlibrary loan articles. However, in this technological age, the telephone should be used as a last resort, or when time is of a critical element. The majority of ILL requests should be placed on DOCLINE, telefacsimile, or, if necessary, by using an ALA form.

Telephone requests follow the same verification standards in existence for DOCLINE and ALA form requests. The borrowing library should have a full and complete citation ready when the call is placed. The borrowing library should ask the lending library how the lending library would like the interlibrary loan request confirmed.

VI. COST ISSUES

A. National Maximum Charge

Many GMR Primary Access Libraries (PALs) provide consortium or local group members with free interlibrary loans. Many PALs also maintain reciprocal interlibrary loan borrowing practices with PALs outside the consortium or local group or with other non-network libraries on a no-fee basis. The GMR encourages reciprocal agreements.

The National Library of Medicine has established a national maximum charge of $10.00 per article photocopied. The $10.00 maximum applies to all libraries that charge.

Lending libraries may charge a requesting library a referral handling fee if there is no indication that the latest edition of the approved locator tool was used to verify the lending libraries holdings. The maximum referral fee is $10.00. The locator tool used should be indicated at the top of the ALA request form.

DOCLINE participants receive free referral as part of the system. Referral is automatic unless the borrower indicates "Do not refer" in the COMMENTS field.

There is no maximum allowable surcharge for faxing photocopies, ARIEL transmissions, or for the loan of audiovisuals. Those charges may, and often do, exceed the $10.00 standard interlibrary loan charge. The National Library of Medicine and many RLs charge a surcharge for fax or ARIEL service.

For information on the fees charged by individual RLs, consult the table of RL charges and policies for interlibrary loan and fax published annually in *3 Sources*. (See Appendix C.)

B. Maximum Payment for Loans (MAXCOST)

Borrowing libraries should always indicate on a request the maximum amount they are willing to pay for an interlibrary loan. Those libraries that indicate "N/A" or "OPEN" in the cost field of a request are responsible for all charges assessed by the lending libraries.

DOCLINE requests should include the maximum amount the borrower is willing to pay in the MAXCOST field. When DOCLINE libraries update the status of an unfilled request, they must give the reason the request was not filled. If the MAXCOST field does not show an amount that can cover the potential lender's ILL fee, the request will be updated using the "CST" (not filled due to cost) code. DOCLINE automatically retires (stops routing) all requests updated as CST. DOCLINE notifies the borrowing library once an ILL request has been retired.

PALs that are charged for a loan which is clearly marked with a lower MAXCOST should return the invoice to the charging library along with a copy of the original request. Any charging library which fills a request which is clearly marked with a lower price in the MAXCOST field may not seek reimbursement for its error.

C. Invoicing

Libraries that charge for ILLs should invoice borrowing libraries at the time the request is sent or as soon as possible. It is imperative that the invoice contain enough information to enable the librarian to identify the request that is being billed. Basic identifying elements to appear on the invoice include:

- Date of request;

- DOCLINE or OCLC request number;

- Name of patron;

- Lending institution's Federal Employee Identification Number (FEIN).

As a courtesy, the bibliographic citation may also be included. Alternatives to detailed invoicing are:

- Including a copy of the request with the invoice;

- Using a copy of the request as an invoice.

D. Double Fills

All received requests must be updated promptly and properly, whether they are filled or not. When a request is not updated properly, many times, the result is a "double fill."   This can occur in DOCLINE when the lending library fails to update the status of the received request within the four-day period allotted for processing requests. This noncompliance, or late compliance, in updating the status results in the request being re-routed to a second potential lending library. The second library fills the request and the borrowing library now has a double fill and, in some cases, double bills!

This occurrence presents an awkward situation for the borrowing library. The following protocol should be followed when a double fill occurs and charges are incurred:

• Phone the library that <u>first</u> responded to the loan.   Alert the librarian of the situation. The library that failed to update or erroneously updated the record should waive the ILL fee.

• The second lending library should always be paid for the loan (if a fee was incurred), since the request was received and filled "in good faith."

Note of Caution: What happens when the second library charges a fee and the first library does not? There are two distinct opinions for this scenario. Some libraries and consortia/local groups will expect the first (erring) library to reimburse the borrowing library for the charge incurred from the second library. Some libraries and consortia/local groups anticipate that when a borrowing library is willing to incur a $10.00 charge, it should then be willing to pay the second library.

E. Loansome Doc® Invoicing

Referred Loansome Doc requests are invoiced as regular interlibrary loans. The referring DOCLINE library is invoiced, rather than the patron.

F. National Library of Medicine Charges

The National Library of Medicine charges borrowers on a quarterly basis through the National Technical Information Service (NTIS).

Two options are available:

1. NTIS Deposit Accounts

Institutions can establish deposit accounts with NTIS and will receive quarterly status reports of ILL activity and balances from NTIS. See the glossary near the end of this manual for the address of NTIS.

2. Quarterly billing from NTIS

Libraries which do not establish deposit accounts with NTIS will receive quarterly invoices from NTIS for loans filled by NLM.

G. Saving on DOCLINE Costs

NLM absorbs the costs for operating the DOCLINE system, including telecommunications charges. The only charges that are incurred are those which the lenders assess for filled requests and SERHOLD maintenance. NLM encourages libraries to save on telecommunications costs, which are substantial, by using two alternative access routes listed below.

1.   The Internet

The Internet is a network of high speed computer networks that use the same set of transmission protocols for sending and receiving data. Using the Internet for DOCLINE allows for much faster transmission speed and thus decreases telecommunication costs. The address to access NLM through the Internet is:
    MEDLARS.NLM.NIH.GOV or 13.14.10.200.
    Please consult the DOCLINE Manual or contact the NN/LM office if you have questions concerning this process.

2.   QuickDOC

QuickDoc is a software package which interfaces with DOCLINE (IBM or compatible system) in an off-line batch processing mode and thus saves on telecommunications costs. QuickDOC provides the librarian with a computerized module for management of both DOCLINE and non-DOCLINE interlibrary loans, compiles interlibrary loan statistics, includes a patron file, creates and downloads status reports on demand, and automatically sends and receives DOCLINE requests.

For more information on QuickDOC contact:

>Jay Daly
>45A Mason Terrace
>Brookline, MA 02146
>617/734-0918

VII. LOANSOME DOC

A. Definition

Grateful Med® is a software program that allows an end user to search NLM's databases. Loansome Doc is the document ordering component of Grateful Med that lets the end user electronically order copies of articles retrieved via an online search from a participating DOCLINE library. Loansome Doc is intended to assist both the librarian and the end user. Loansome Doc provides the library with several advantages, including a correct citation, the user's name and address on a standard form, and the option to print requests at a convenient time.

The *Grateful Med Manual* instructs the users to complete the Loansome Doc configuration screen, including the "Ordering Library ID" (LIBID) of a participating library before using the Loansome Doc enhancement. All Grateful Med users who wish to use Loansome Doc must identify and register with a DOCLINE library that is willing to fill their requests via Loansome Doc. Only citations retrieved via a Grateful Med search may be requested through Loansome Doc. The Grateful Med user CANNOT request material directly through DOCLINE.

B. Routing Process

A library which agrees to accept Loansome Doc requests will receive the requests through DOCLINE. Loansome Doc requests are listed separately by selecting **LD RECPT** from the DOCLINE main menu. Once the DOCLINE library has received the Loansome Doc requests, the filled requests should be updated using the **LEND** module. If the lending library cannot fill a specific request and if the Grateful Med user has requested that the document order be filled through other libraries, the DOCLINE library will transfer the request to DOCLINE via the **BORROW** module. Only then can the request route to other libraries. For further information on using Loansome Doc consult the Loansome Doc section of the *DOCLINE Manual,* and/or contact the Greater Midwest Region office.

C. Policies/Charges

There is no national standard for Loansome Doc policies or charges. Each lending library should set its own policy and fee schedules. (See Appendix I.) The GMR strongly recommends that an agreement

between the lending library and the Grateful Med/Loansome Doc user which clearly states policies, fees, and payment/billing methods be signed before service begins. The agreement may cover a specified time period or the maximum number of requests allowed each day from each user. Acceptable methods of payment and billing arrangements should also be included.

D. NN/LM Greater Midwest Region Participation

The GMR has requested that each DOCLINE library complete a Loansome Doc Participation Form (See Appendix Q.) whether the library agrees to participate or not. The regional office can use the information to refer the potential Loansome Doc user to an affiliated institution (if it is registered as a Loansome Doc provider) or to other Loansome Doc lending libraries within the geographical area or subject specialty. In instances where there is no available Loansome Doc participating library, the RML will provide Loansome Doc service. The GMR office should be notified of any changes in a library's Loansome Doc policies.

E. Invoicing

Referred Loansome Doc articles may be sent directly to an individual but the bill MUST go to the borrower's Loansome Doc/DOCLINE library.

The "SHIP TO/FAX TO:" portion of the Loansome Doc request displays the complete address of the individual to whom the request should be sent.

The "BILL TO:" portion of the Loansome Doc request displays the address of the DOCLINE library to which the bill should be sent.

VIII. COPYRIGHT

A. Description

The borrowing library is responsible for ensuring that an interlibrary loan request complies with the Copyright Act of 1976 (Title 17 of the United States Code) and the accompanying Commission on New Technological Uses of Copyrighted Works (CONTU) Guidelines for the Proviso of Subsection 108(g)(2). DOCLINE requests must include either G (CCG) or L (CCL) in the copyright field. For ALA mail requests, the requesting library must check one of the two compliance code boxes in the lower left-hand corner of the ALA-approved standard interlibrary loan form in order to assure the lending library that there is compliance.

1. CCG (Complies with Copyright Guidelines) applies if the journal was published within the last five years and the request meets one of the following criteria.

- During the present year, there have been no more than five requests for articles from that journal title, for the last five years by publication date; or
- A subscription to the journal has been ordered; or
- The library has a subscription, but the needed issue is missing, damaged, or at the bindery.

2. CCL (Complies with Copyright Law) applies if the request conforms to one of these rules.

- The material is for an individual user and cannot be obtained at a fair price;
- The material is for a teacher who has complied with "Agreement on Guideline for Classroom Copying" (pages 16-17 of *The Copyright Law and The Health Sciences Librarian*);
- The requesting library believes the item is within "fair use";
- The material is from a journal which has a publication date not within the previous five years;
- The material for the <u>library</u> replaces damaged or destroyed materials which cannot be purchased at a fair price;
- The requesting library believes reproduction would be "fair use".

B.   Copyright in the 1990s

Technology developed in the 1980s has brought to the forefront discussions of copyright law and 1990s programs. For electronic document delivery programs, such as Loansome Doc, each registration form should include the copyright compliance statement. The Greater Midwest Region office recommends that Loansome Doc providers also include a timeframe on

their registration form. When the timeframe has expired, the Loansome Doc individual then has an opportunity to review the terms of copyright compliance.

C. Copyright Payments To a Publisher

Any library which exceeds Sections 107 and 108 of the copyright law may pay each individual publisher for the royalty fees owed. The librarian is responsible for contacting and making arrangements with each individual publisher for fee payment. Typically, it is also the librarian's responsibility to calculate the royalty fees owed.

D. Document Delivery Providers

Commercial document delivery providers will supply articles to an individual library on a fee-for-service basis. The primary function of such a service is to secure documents in a short time frame. This option can be expensive, ranging from $10-$24 per article, depending on the delivery method. However, included in the cost of each loan is the commercial document delivery provider's royalty payment to each publisher.

E. Copyright Clearance Center

The Copyright Clearance Center (CCC) was established as a result of a Congressional recommendation to provide assistance in complying with copyright law. CCC's Transactional Reporting Service (TRS) allows users to make photocopies and report the copies that exceed the Sections 107 and 108 exceptions in the copyright law. CCC will calculate the royalty fees and bill the user. The royalty fees are set by individual publishers, **not** by the CCC. CCC pays publishers annually for the royalty copies made.

To register with CCC's Transactional Reporting Service, a registration form must be completed and returned to CCC with the annual service fee of $100. (See Appendix J.) You will then receive an account number as well as the latest copy of *Titles and Fees*. For those with Internet access, TRS can be accessed via *CCC Online* through the World Wide Web at http://www.copyright.com/. You may register online as well as directly access *Titles and Fees.*

Registration with the CCC provides a central authorization service to photocopy users for titles registered in the CCC system. More than 1,500,000 titles are covered including medical, technical and scholarly journals, trade journals, business magazines, books, newsletters, proceedings, and papers.

F. Record Keeping

1. The copyright law requires that records of requests for photocopies be retained by the borrowing library.

2. Records should be filed by title and must be referred to when initiating requests in order to determine compliance with the "rule of five." Permissions, royalty, payments, and documentation for compliance decisions should be kept with the appropriate record in the file. Maintain the file by title in one-year increments and retain the records until the end of the third calendar year after the end of the year each request was filled. This record may be maintained by:

   • retaining copies of the request form filed by journal title, or
   • creating a card file of journal titles and recording borrowing activity on the appropriate cards, or
   • maintaining log sheets by journal title.

When information is transferred to card or to log, the original request form must still be retained for three years after the end of the calendar year in which the request was made.

IX. Glossary

ALA (American Library Association)
50 East Huron Street, Chicago, IL
312/944-6780

AN (Accession Number)
Control number assigned to each citation in many online databases, such as MEDLINE.

AV
Audiovisual

AVLINE (Audovisuals Online)
One of the many online databases available through NLM's MEDLARS computerized system; an online computer file of audiovisuals.

Batch processing
In interlibrary loan, a set of loans to be processed in a single session.

CATLINE (Catalog Online)
A monograph database available through NLM's MEDLARS computerized system. Provides cataloging information on biomedical monographs; includes call numbers of monographs held at NLM.

CCG
One of two copyright compliance statements used on ILL requests that indicates Copyright Law compliance.

CCL
One of two copyright compliance statements used on ILL requests that indicates Copyright Law compliance.

DOCLINE
The online interlibrary loan request and referral system developed by NLM.

Document Delivery
A system which provides a health care professional with information through either photcopies of an article, or the loan of monographs, audiovisuals, or videos.

E-Mail (Electronic Mail)
The method of sending messages electronically from one computer to another computer.

ELHILL
Software programs that control the online search portion of the MEDLARS system; a contraction of the name of Senator Lister Hill.

Fill
In interlibrary loan, to provide another library with a photocopy of a requested article or with the original material in the form of a journal volume or issue, a monograph, or an audiovisual.

FTP (File Transfer Protocol)
The Internet standard protocol to move copies of files from one computer to another computer.

Grateful Med
End-user software offering either a menu-driven screen or direct option to search MEDLARS developed by NLM.

GMR (Greater Midwest Region)
Acronym for Greater Midwest Region; ten states (IA,IL,KY,MI,MN,ND,OH,SD,WI) served by the National Network of Libraries of Medicine Greater Midwest Region.

ILL (Interlibrary Loan)
A library service in which one library provides original materials and/or photocopies of materials from its collection to another library.

IM (*Index Medicus*)
A comprehensive print monthly subject-author index to articles from over 3,500 international biomedical journals.

Internet
A worldwide network of thousands of computer networks that can provide electronic mail, telnet, file transfers, etc.

ISBN (International Standard Book Number)
A unique number assigned to every book before publication to identify publisher, title, edition, and volume number.

ISSN
International Standard Serial Number.
A unique code identifier for serial publications.

LCCN
Library of Congress Card Number.

LIBID (Library Identification Code)
A code of five digits and one letter, assigned by NLM to libraries using the
NN/LM ILL Network for statistical and billing purposes.

Loansome Doc
A document ordering system within the Grateful Med software.

Locator Tool
A listing of the serial, monograph, or audiovisual holdings of one library
or several libraries within a city, state, or region. Locator tools are called
union lists when the holdings of more than one library are included.

MEDLARS (Medical Literature Analysis and Retrieval System)
The computer files of the National Library of Medicine. Includes more
than 20 databases from 1965 to the present.

NLM (National Library of Medicine)
8600 Rockville Pike, Bethesda, MD 20894

NN/LM (National Network of Libraries of Medicine)
The goal of the network is to provide all health professionals (physicians,
nurses, pharmacists, optometrists, nursing home personnel, etc.) in the
United States with timely, convenient access to health care and biomedical
information resources. The network is coordinated by the National
Library of Medicine through NLM's eight regional offices and carried out
through a nationwide network of more than 3,500 health science libraries.

NTIS (National Technnical Information Services)
Among other responsibilities, provides billing for interlibrary loans sent to
NLM. 5285 Port Royal Road, Springfield, Virginia 22161

OCLC (Online Computer Library Center)
A library information network providing catalog information, interlibrary
loans, and other coordinated projects for its members. Formerly Ohio
College Library Center.
6565 Frantz Road, Dublin, OH 03017

PAL (Primary Access Library)
In the NN/LM network, a library which is not a Resource Library or a
Regional Medical Library. Primarily hospital libraries, health sciences, or
small academic libraries.

QuickDOC
Interlibrary loan software package which interfaces with DOCLINE.
Contact Jay Daly, 45A Mason Terrace, Brookline, MA 02146

Refer
In interlibrary loan, to forward an ILL request to another library which
owns the requested item. Items are referred when the first library accessed
cannot fill the request.

RL (Resource Library)
A library which has signed a subcontract with the NN/LM Greater
Midwest Region office to provide services for the region.

RML (Regional Medical Library)
In the Greater Midwest Region, The University of Illinois at Chicago
Library of the Health Sciences was awarded the five-year contract by
NLM. Seven other major institutions serve as RMLs, for a total of eight
RMLs in the United States.

SERHOLD
The NLM database of machine-readable holdings statements for serial
titles reported by U.S. biomedical libraries. These holdings statements are
linked to NLM's authoritative bibliographic data. SERHOLD serves as
the base for automated routing of ILL requests in DOCLINE.

SERLINE (Serials Online)
One of the online databases available through NLM's MEDLARS
computerized system containing biblographic records for serials.

Software
Any program, algorithm, or routine for a computer.

Telefacsimile
A machine which transmits printed word or images electronically over
telephone wires.

Telnet

Standard Internet protocol. An application which allows a computer user to log on to and use the resources of a computer at another location.

TOXLINE (Toxicology Information Online)

One of the online databases available through NLM's MEDLARS computerized system. Bibliographic database covering pharmacological, bio-chemical, physiological, environmental, and toxicological effects of drugs and other chemicals.

Union List

A listing of the serial, monograph, or audiovisual holdings of more than one library within a city, state, or region. Union lists are one type of locator tool.

APPENDIX A

GREATER MIDWEST REGION INTERLIBRARY LOAN PLAN

A. Goal

To ensure all health professionals throughout the Greater Midwest Region timely access to information from the nation's health sciences libraries.

B. Objective

Develop efficient and cost effective processes for requesting, referring, and delivery of items.

Develop and coordinate gathering and reporting of serials holding data.

Provide standardized policies and procedures to assure appropriate regional consistency within the Network.

C. The Network

1. Any library, information center, institution, or organization in the Greater Midwest Region with its own collection of health sciences materials from which, in part, it provides information services to health professionals, can become a network participant. As participating institutions, libraries accept the goals and objectives of the NN/LM Greater Midwest Region Document Delivery Plan.

2. Network institutions are divided into four categories based on ability and willingness to assume responsibility for interlibrary lending of materials.

   a. Primary Access Libraries (PALs)

This category includes hospital libraries, academic health science libraries, and other network participants which do not serve as Resource Libraries. PALs should contribute to and maintain holdings data in SERHOLD, and participate in DOCLINE. These libraries are encouraged to develop adequate resources to respond to their users' needs and to cooperate with other local libraries to share resources among themselves before forwarding non-available requests to Resource Libraries.

b. Resource Libraries (RLs)

In this category are libraries with sufficient collections and current acquisitions, selected by the RML, to provide interlibrary lending service including referrals, in accordance with network policies and procedures, primarily to a specific subregional area or a larger geographic area as a specialized resource. Resource libraries must contribute and maintain holdings data in SERHOLD, participate in DOCLINE, and participate in other regional programs.

c. Regional Medical Library (RML)

As the Regional Medical Library, The University of Illinois at Chicago Library of the Health Sciences (UIC LHS) is responsible for developing and implementing a regional interlibrary loan plan, including the selection of Resource Libraries, consistent with the national network policy; coordinating the collection and maintenance of regional locator data; and managing the reproduction and distribution of a regional locator tool. The RML also assists in the interpretation of data and the fostering of cooperation in activities relating to collection development and collection maintenance; coordination of DOCLINE activities within its region; interfacing with other interlibrary loan networks; and participating in exploring improved methods of interlibrary lending. The RML serves as the final resource for interlibrary loans within the Region.

d. National Library of Medicine

NLM's responsibilities include national coordination and interface with other national interlibrary loan networks, provision of interlibrary loan services (for print or non-print materials) to augment regional resources; the collection and distribution of management data to monitor network performance; and the continued development and support of DOCLINE.

D. Interlibrary Loan Service

Health professionals are expected to access the network through use of the nearest Network library with which they are affiliated. Unaffiliated health professionals will be referred to a health sciences library by the RML, or be serviced by the UIC LHS itself. All Greater Midwest Region network libraries are expected to follow procedures in the NN/LM Greater Midwest Region *Document Delivery Manual.*

The following paragraphs summarize document delivery access procedures to be followed in the Greater Midwest Region.

1. DOCLINE Requests

DOCLINE is the National Library of Medicine's automated interlibrary loan request and referral system. DOCLINE is the preferred interlibrary loan system in the NN/LM Greater Midwest Region.

a. Network libraries must report holding in SERHOLD to become full DOCLINE participants.

b. Network libraries participating in DOCLINE are expected to maintain routing cell tables that accurately reflect interlibrary loan borrowing patterns. DOCLINE routing cell tables should be consistent with the Greater Midwest Region DOCLINE Routing Cell Table Guidelines and the Greater Midwest Region DOCLINE Revision Policy.

c. DOCLINE participants are expected to be lenders as well as borrowers.

d. DOCLINE participants are expected to log on once a day, Monday through Friday, and update their requests with action taken.

e. The National Library of Medicine will distribute reports from the DOCLINE system to all DOCLINE participants.

2. Non-DOCLINE Requests

a. Network libraries shall make optimum use of local and consortia resources before forwarding requests to Resource Libraries.

b. Network libraries are expected to use available regional locator tools such as UCMP to determine the nearest library which holds the item desired and to send the request to that library. Refer to the NN/LM Greater Midwest Region Document Delivery Manual for further information on acceptable locator tools.

3. Requesting Patterns

DOCLINE routing cell tables should reflect this pattern.

a. Item Held In Consortium

A network library should submit the ILL request to a fellow consortium library member before accessing any non-consortium library.

b. Items Held at Appropriate Resource Library

A network library which determines that the ILL request is not available through consortia libraries may submit the request directly to its subregional or a subject specialty Resource Library. A filled loan is subject to a charge which shall not exceed the regional maximum.

c. Item Held in Region, but not at Appropriate Resource Library

Interlibrary loan requests, which cannot be filled at a subregional or a subject specialty Resource Library, may be submitted to any Resource Library within the Greater Midwest Region.

d. Item not Held at Regional or Resource Libraries

Interlibrary loan requests which cannot be filled within the Greater Midwest Region may be sent by any NN/LM library to NLM or to any non-Greater Midwest Region Resource Library, providing the request has been located using a locator tool. All applicable regional interlibrary loan policies and procedures remain unchanged.

e. Item Held at the Resource Library or RML, but not Filled

Any RML or Resource Library which cannot fill a request shall refer it, based on locator tool information, to another Resource Library in the Region, RML, or NLM. No referral charge shall be charged if the original request was sent to the RML or Resource Library based on locator tool information and properly noted. The library filling the request, including NLM, may charge for providing the loan.

4. Filled loans or notices of non-fulfillment are to be sent directly to the originating library. This library will ensure that the user receives the loan or is notified of the disposition of the request.

E. Charges

1.There is a national maximum charge of $10.00 that must be adhered to by RMLs and RLs. The Greater Midwest Region standard maximum charge for a request filled for a standard interlibrary loan is $10.00 and for an audiovisual is $20.00. This charge is established by NLM using data supplied by RMLs and Resource Libraries based on direct costs for filled requests and the cost of living index. The established charge should enable the network libraries to recover direct costs incurred and provide the service at a minimum cost to the user. Greater Midwest Region member libraries may include a surcharge for interlibrary loan requests by telefax.

2. A network library, which does not indicate on a non-DOCLINE request that a regional locator tool has been checked before sending the requests, can be levied a surcharge for handling if the library processing the request must refer it on to another library. This surcharge may be up to $3.00.

F. Performance Data

1. Rationale

The basic objective of the collection and submission of performance data is to provide NLM management and the RMLs with data needed to assist in developing and implementing programs and services in a cost effective manner. This data enables the evaluation of existing performance and determination of trends and future needs. The data should also assist RMLs in programs of collection development, maintenance, and preservation. All performance data will be obtained from DOCLINE statistics and from statistics reported in the Annual Survey of Medical School Libraries in the United States and Canada. No separate reports are required.

2. Fulfillment Standards

The measure of fulfillment (fill rate) is calculated by dividing the number of received requests into the number of filled requests. An acceptable minimum level of performance for an RML or Resource Library shall be a 75% fill rate.

3. Throughput Standard

Network standards require that processing 85% of filled loans be completed within four calendar days and that 85% of the non-available requests be processed within seven calendar days.

4. Notification of non-Availability

The RML and Resource Libraries will indicate reasons for not filling requests by including this information as specifically as possible (e.g., issue not owned, missing, etc.) in the "Loan" module for DOCLINE requests and in the "Remarks" portion of the interlibrary loan request form for non-DOCLINE requests.

G.   Greater Midwest Region Standardized Policies and Procedures

The Greater Midwest Region develops standard policies and procedures for Greater Midwest Region network libraries. These policies and procedures include setting regional maximum charges for standard interlibrary loans; describing cost issues related to document delivery; defining the responsibilities of the Regional Medical Library; developing methods of cooperation between DOCLINE and non-DOCLINE libraries; and describing Network member roles in programs such as LOANSOME DOC, which increase the efficiency of information access for health care professionals. The policies and procedures are distributed as the *Greater Midwest Region Document Delivery Manual.*

Appendix B

Greater Midwest Region Resource Library Directory

ILLINOIS

Boxer University Library
University of the Health Sciences Library
Chicago Medical School
3333 Green Bay Road
North Chicago, IL 60064
Reference Dept. 708/578-3000 x649
FAX 708/578-3401

Medical Center Library
Loyola University of Chicago
2160 South First Street
Maywood, IL 60153
Reference Dept. 708/216-9192
FAX 708/216-6772

School of Medicine Library
Southern Illinois University
801 N. Rutledge Street
Box 19321
Springfield, IL 62796
Reference Dept. 217/85-2113
FAX 217/782-0988

Bureau of Library Services
American Dental Association
211 East Chicago Avenue
Chicago, IL 60611
Reference Dept. 312/440-2654
FAX 312/440-2774

Galter Health Sciences Library
Northwestern University
303 East Chicago Avenue
Chicago, IL 60611
Reference Dept. 312/503-8109
FAX 312/503-8028

Alumni Memorial Library
Midwestern University
555 W. 31st Street
Downers Grove, IL 60515
Reference Dept. 708/515-6197
FAX 798/515-6195

INDIANA

Ruth Lilly Medical Library
Indiana University
975 West Walnut
Indianapolis, IN 46202
Reference Dept. 317/274-2272
FAX 317/274-2088

IOWA

Hardin Library for the Health Sciences
University of Iowa
Iowa City, Iowa 52242
Reference Dept. 319/335-9151
FAX 319/335-9897

KENTUCKY

Kornhouser Health Sciences Library
University of Louisville
Louisville, KY 40292
Reference Dept. 502/852-8532
FAX 502/852-7086

Medical Center Library
University of Kentucky
800 Rose Street
Lexington, KY 40536
Reference Dept. 606/323-6567
FAX 606/323-1040

MICHIGAN

Alfred Taubman Medical Library
The University of Michigan
1135 E. Catherine, Box 038
Ann Arbor, MI 48109
Reference Dept. 313/763-3071
FAX 313/763-1473

Vera Shiffman Medical Library
School of Medicine
Wayne State University
4325 Brush Street
Detroit, MI 48201
Reference Dept. 313/577-1088
FAX 313/577-0706

W224 Mail Library
Michigan State University
East Lansing, MI 48824
Reference Dept. 517/355-2347
FAX 517/432-1798

MINNESOTA

Health Sciences Library
University of Minnesota
10 University Drive
Duluth, MN 55812
Reference Dept. 218/726-8587
FAX 218/726-6205

Mayo Medical Library
Mayo Foundation
200 Southwest First Street
Rochester, MN 55905
Reference Dept. 507/284-2042
FAX 507/284-2215 or 1038

NORTH DAKOTA

Harley E. French Library of the Health Sciences
University of North Dakota
School of Medicine
Grand Forks, ND 58202
Reference Dept. 701/777-3993
FAX 701/777-4790

OHIO

Raymond H. Mulford Library
Medical College of Ohio at Toledo
C.S.No. 10008
Toledo, OH 43699
Reference Dept. 419/381-4218
FAX 419/382-8842

Cleveland Health Sciences Library
Case Western Reserve University
2110 Abington Road
Cleveland, OH 44106
Reference Dept. 216/368-3640 or 3218
FAX 216/369-6421

State Library of Ohio
65 S. Front Street
Columbus, OH 43215
Reference Dept. 614/644-7054
FAX 614/644-7004

Alden Health Sciences Library
Ohio University
Park Place
Athens, OH 45701
Reference Dept. 614/593-2680
FAX 614/593-2959

Medical Center
Medical Center Libraries
University of Cincinnati
231 Bethesda Avenue
Cincinnati, OH 45627
Reference Dept. 513/558-0762
FAX 513/558-2682

John A. Prior Health Sciences Library
Ohio State University
376 West 10th Avenue
Columbus, OH 43210
Reference Dept. 614/292-4869
FAX 614/292-1920

Ocasek Regional Medical Center
Northeastern Ohio Universities College of Medicine
4209 State Route 44
Rootstown, OH 44272
Reference Dept. 216/325-2511 x521
FAX 216/325-0522

Fordham Health Sciences Library
Wright State University
PO Box 972 [4501-0927 Mail]
3640 Colonel Glenn Highway
Dayton, OH 45435
Reference Dept. 513/873-2005
FAX 513/879-2675

SOUTH DAKOTA

Lomman Health Sciences Library
University of South Dakota
School of Medicine
414 East Clark Street
Vermillion, SD 57069
Reference Dept. 605/677-5348
FAX 605/677-5124

WISCONSIN

MCW Libraries
Medical College of Wisconsin
8701 Watertown Plank Road
Milwaukee, WI 53226
Reference Dept. 414/456-8326
FAX 414/266-8681

Center for Health Sciences Libraries
University of Wisconsin
1305 Linden Drive
Madison, WI 53706
Reference Dept. (608) 262-2376
FAX 608/262-4732

Appendix D
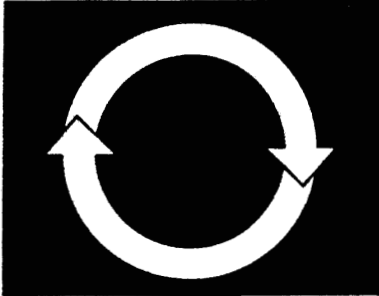
National Library of Medicine

A 22 minute DOCLINE® training tape is now available for purchase. The videotape was developed to provide assistance to libraries in the use of DOCLINE.

The VHS tape is closed captioned and can be purchased for **$13.50 (including shipping & handling).**

Send your order form and check or money order ONLY payable to:

VideoFiles
1011 Arlington Blvd., Suite T-4
Arlington, VA 22209
(703) 524-8334

Send _____ copies of the DOCLINE training tape.

Total enclosed $ _____

Send tapes to:

Name: _____

Title: _____

Address: _____

_____

City/State: _____

Zip: _____

Telephone Number: _____

Note: Orders from Canadian Libraries must be received in American Express (U.S. dollars) ONLY.

Appendix E

National Library of Medicine

F A C T   S H E E T

DOCLINE®

May 1995

DOCLINE is the National Library of Medicine's automated interlibrary loan request and referral system. It was developed to fill the immediate need for improved service to the health professional by the rapid routing of interlibrary loan requests throughout the National Network of Libraries of Medicine™ (NN/LM™). Design features of the DOCLINE system are simplicity and ease of use.

Requests may be input, received, and updated without formal training. Other major advantages are collection of management information on interlibrary loan activity and reduction in staff time to process requests. Implementation of DOCLINE began in March 1985 and by April 1995, over 2,700 libraries were DOCLINE users.

Description

When creating interlibrary loan requests, the user enters a library identification number (LIBID) rather than the entire name and address of the borrowing institution. Because DOCLINE is linked to MEDLINE®, its backfiles, and the HEALTH file, the borrowing library is able to input the unique citation number (UI) from MEDLINE and HEALTH and have all of the needed bibliographic data automatically placed in the ILL request. The same links exist to the CATLINE®, SERLINE® , Clinical Alerts and AVLINE® databases. If there is no UI, the system prompts the user to input the bibliographic data. Each request can be edited quickly and easily to correct errors made during input before releasing the request to the system for routing to a potential lending library.

Librarians are able to access DOCLINE to check the status of their loans both as a borrower and lender. Lenders receive and print

their requests daily at their terminals. After a loan is either filled or not filled the action taken is entered into the system by the lender and the request is updated. Borrowers also receive daily online lists of requests that have been completely routed through DOCLINE and remain unfilled.

Automatic routing of requests for titles in SERHOLD®, NLM's National Biomedical Serials Holdings database which contains the holdings of 3,163 libraries, is a major component of the system. Routing is based on holdings data in SERHOLD, as well as on established local routing patterns provided by applicants. Requests are routed only to DOCLINE participants identified as holders of the requested material and included on the stored routing table provided by the borrower. The system automatically equalizes the workload among potential lenders. Requesters also have the option to select one preferred lender for each request. If the request is not filled by that lender, automatic routing then occurs.

Routing of requests for serial titles that are not in SERLINE, monographs, and audiovisuals cannot be automatic, as there is no master holdings database for these materials. Instead, these requests are routed to potential lenders input by the requester. Four time-triggered actions have been built into DOCLINE:

• The requester may stipulate a date after which an item is no longer needed. Once that date is reached and before referral to the next potential lending institution, DOCLINE automatically will "retire" the loan request.

• Lending institutions must accept their loan requests within one working day of input or the requests will be routed automatically to another potential lender.

• If no update of a loan request has occurred within three working days of receipt, a reminder message will be generated automatically by the system and sent electronically to the potential lender who received the request.

• The loan will be routed automatically to another potential lender if there has been no action within four days of receipt.

Loansome Doc

Loansome Doc, the National Library of Medicine's document ordering capability for Grateful Med users, allows health professionals to order documents electronically from a DOCLINE library. All Grateful Med users ordering documents must identify a DOCLINE library that is willing to serve them. The health professional performs a Grateful Med search, reviews the citations retrieved, and identifies specific documents ordered. The order is sent by Grateful Med to the DOCLINE library. The Grateful Med user only has the capability of selecting documents to be ordered from a list of bibliographic citations retrieved from an online search. The document orders sent to the Grateful Med user's Ordering Library (DOCLINE library) are managed by the NLM mainframe computer. The Grateful Med user does not have access to DOCLINE. The request will contain information similar to a DOCLINE request.

DOCLINE libraries are encouraged to participate in Loansome Doc and serve health professionals who are Grateful Med users and who wish to obtain document delivery service using this new feature in Grateful Med. Loansome Doc provides several advantages to libraries providing document delivery services to health professionals.

1. All requests received via Loansome Doc will have correct citation information.

2. Requests can be receipted by the library at a convenient time, anytime DOCLINE is available.

3. All requests will be on identical forms.

4. Each request will carry a legible and correct user's name and address.

5. NO citation will need to be re-keyed to transfer it to DOCLINE. The citation is transferred to DOCLINE by inputting the request number.

6. Grateful Med users can check on the status of their loans electronically rather than calling the library.

Management Information

Each DOCLINE participant receives regular summary reports on its activity as a lender and as a borrower. Reports in greater depth, including, for example, collection development data are distributed annually.

Access

DOCLINE application packets are distributed by the Regional Medical Libraries. Completed applications, including the routing tables, are reviewed by the RMLs before being sent to NLM. Institutions will be assigned a DOCLINE code when their application is processed by NLM. Some institutions may wish to secure a second code at the time of application if their interlibrary loan activity warrants an additional code. NLM has no plans to implement charges for the use of DOCLINE.

Equipment

Any terminal that can access MEDLINE and is able to display 80 characters on a line is able to access DOCLINE. NLM recommends using microcomputers with terminal emulation software, operating at 1200, 2400, or 9600 baud with a printer. These will make use of DOCLINE easier and more efficient.

Service Desk

For assistance using DOCLINE or questions about the system, call the DOCLINE Service Desk at 800/633-5666. When staff is not available, callers may leave a recorded message and a staff member will return the call.

Training and Documentation

DOCLINE is easy to learn and use and does not require formal training. NLM provides a user manual to all new users. Updates will be distributed to all users when changes are made to the system.

Availability

DOCLINE is available from 7:00 a.m. to 10:00 p.m. Eastern Time,
Monday through Friday, and from 7:00 a.m. to 5:00 p.m. Eastern Time,
Saturday. DOCLINE is not available on major national holidays
(Thanksgiving, Christmas, New Year's Day, Memorial Day, Independence
Day, Labor Day).

For further information concerning DOCLINE please contact:

Collection Access Section
National Library of Medicine
8600 Rockville Pike
Bethesda, MD 20894
301/496-5511
800/633-5666

Internet ill@nlm.nih.gov

For a complete list of NLM Fact Sheets write to:

FACT SHEETS
Office of Public Information
National Library of Medicine
8600 Rockville Pike
Bethesda, Maryland 20894

Appendix F

National Library of Medicine

F A C T   S H E E T

SERHOLD

April 1995

Background

SERHOLD is the National Library of Medicine's (NLM) database of machine-readable holdings statements for serial titles held by U.S. and selected Canadian biomedical libraries, primarily members of the NLM-supported National Network of Libraries of Medicine™ (NN/LM™).

These holdings statements are linked to NLM's authoritative bibliographic data. SERHOLD was developed primarily to serve as the basis for DOCLINE®, NLM's online interlibrary loan request and referral system for health sciences libraries. It is also used to generate a variety of union list products and is the basis for location information in SERLINE® and Health Sciences Serials. As of April 1995, the database included approximately 1,319,000 holdings statements for about 40,000 serial titles from over 3,150 health sciences libraries. The database also contains biomedical holdings of CISTI, Canada Institute for Scientific and Technical Information, the Canadian MEDLARS® Center.

Each of the eight Regional Libraries in the NN/LM is responsible for the collection and coordination of updates to SERHOLD for its region. Batch updates are done semi-annually from tapes produced by participating databases and institutions. Batch update data can be submitted in SERHOLD format, OCLC MARC or USMARC formats. As of October 1993, an online updating system is available which can be used by authorized groups to add, update or delete records. Records updated online are available to DOCLINE within a week. SERHOLD data are stored in NLM's computer and are not distributed in machine-readable form without the permission of the participating institutions or their representatives.

Titles Included

Participants are limited to reporting holdings for serial titles that are in NLM's SERLINE database. SERLINE contains over 85,000 serial titles. In recent years, the database has been augmented by the addition of non-NLM titles held in the NN/LM regions. Titles are reported to NLM with appropriate bibliographic documentation and added to SERLINE if they meet the criteria for addition. Serials reported must be available for interlibrary loan and provide information needed by health care professionals and health sciences library personnel in the course of their work. Serials designed for recreational reading will not be included.

Participants and Reporting Requirements.

Eligible SERHOLD participants may include any U.S. library which provides health care and biomedical information resources to health professionals or health sciences library personnel and assists them in fulfilling their roles as administrators, educators, researchers, or practicing health professionals.

Batch reporting requirements include adherence to the standard tape format described in NLM's "Format for Direct Transmission of Holdings Data to the National Library of Medicine's SERHOLD Database."* The format is based on "American National Standard for Information Sciences Serial Holdings Statements," as developed in 1986 (Z39.42-1986), but allows for the incorporation of existing machine-readable data in nonstandard format. In addition to records coded in SERHOLD format, NLM also accepts OCLC MARC format and USMARC format. Contact the Serial Records Section at NLM for further information on the procedures for submitting records in these formats. Online updating is available to regional, state, or consortia groups reporting data to SERHOLD. Interested groups should contact the SERHOLD Coordinator in their region for more information about online updating.

As of April 1995, 91 percent of the data in SERHOLD are encoded at the summary level 3 and can be interpreted at the volume and year level in the DOCLINE system. All reporting institutions must use the NLM title control number as the bibliographic link to the NLM database and the NLM-assigned SERHOLD codes as an institutional identifier. All participants must contact the SERHOLD Coordinator in their region for specific instructions before reporting to NLM.

Products

SERHOLD is the source of the locator information (i.e., location code only) for serial titles in resource libraries and other major collections that appear in NLM's products Health Sciences Serials and SERLINE.

Once a year, Regional Libraries may request union list products to supplement existing regional publications. Union lists are available in COM (Computer-Output-Microform), hard copy, or in machine-readable form. Larger lists may be available in COM or machine-readable form only. NLM produces one master copy of each COM or hard copy regional and state list. These masters are distributed to the Regional Libraries or their designates who are responsible for reproduction and distribution.

*Copies available from Dianne McCutcheon, Technical Services Division, NLM (Dianne_Mccutcheon@occshost.nlm.nih.gov)

SERHOLD Data Coordinators:

Region 1   Robert Dempsey 212/427-1630
            Medical Library Center of New York
Region 2   Barbara Kuchan 410/706-2855
            University of Maryland
Region 3   Lisa Jacob 312/996-2464
            University of Illinois at Chicago
Region 4   Peggy Mullaly-Quijas 402/559-4326
            University of Nebraska
Region 5   Sherry Porter 817/735-2467
            Texas College of Osteopathic Medicine
Region 6   Nancy Press 206/543-8262
            University of Washington
Region 7   Irene Lovas 213/825-1200
            UCLA
Region 8   Robert Dempsey 212/427-1630
            Medical Library Center of New York

Appendix G

National Library of Medicine
F A C T S H E E T

LOANSOME DOC®

A Document Ordering Feature of Grateful Med®

July 1994

In 1986, the National Library of Medicine (NLM) introduced a user-friendly microcomputer software package called Grateful Med which was designed to make searching NLM's MEDLARS® family of data-bases easier for the health professional. By 1991, Grateful Med included a document ordering feature called Loansome Doc which allows any user of IBM version 6.0 or higher or Macintosh version 2.0 or higher to order full-text articles for citations retrieved in MEDLINE® , its BACKFILES, SDILINE® , ALERT, HSTAR, and parts of HEALTH and AIDSLINE®. Loansome Doc provides a valuable link between the Grateful Med user and the user's medical library and, if necessary, the resources of thousands of the nation's medical libraries including NLM. The user's library serves as the document delivery center and point of contact for information about obtaining documents.

Specific Features for Requesting Documents

Loansome Doc is designed for quick and easy access to documents for the Grateful Med user. The CONFIGURATION (setup) screen, stores the user's complete name, address, telephone number, fax number, preferred method of delivery (MAIL, FAX or PICKUP), and an identifier (LIBID) for the library that will provide documents. From a list of retrieved citations, a user can Select relevant articles. From the Loansome Doc ACTIONS menu, a user can Edit, Send, or Delete the selected orders. One day after an order is sent, a user can receive a status report by choosing the Loan Status function.

Requirements

Grateful Med users who desire to use the Loansome Doc feature must first establish an agreement with a medical library that uses DOCLINE, (NLM's automated interlibrary loan request and referral system) to provide document delivery. That library is referred to as the user's "Ordering Library." Health professionals who are currently affiliated with a medical library should contact that library first. Unaffiliated health professionals, or users who are unsure about which library to contact, can get this assistance from a Grateful Med Help screen. This will direct them to the Regional Medical Library (RML) in their area that will provide information about libraries with which the user may establish Loansome Doc Service. Information about libraries that participate in this service can be obtained by calling 800/338-RMLS (7657). Grateful Med users who enter into an agreement with a library to use Loansome Doc will be given the library's unique identification number, called a LIBID. The user then stores the LIBID in the CONFIGURATION screen for Loansome Doc. This number is transmitted with each batch of orders, and serves to identify the library to which the orders are sent. Each user also has the option to have a request routed to another library if the ordering library cannot fill it. This option is located on the CONFIGURATION screen and can be changed for each individual order by answering Yes or No to the question: "Fill Using Additional Libraries if Necessary?"

Loansome Doc Process

Outlined below are the six steps in a Loansome Doc request starting with a Grateful Med search and ending with delivery of the copy of a document.

1. Grateful Med user sends a search query to MEDLINE, its BACKFILES, HEALTH, SDILINE, ALERT, or AIDSLINE.

2. References are downloaded to the user's PC. User selects those to be ordered.

3. Using the Loansome Doc ACTIONS screen, the user orders the references selected. They are sent to the MEDLARS Order File.

4. The NLM computer electronically transfers the orders from the MEDLARS Order File to the user's Ordering Library using DOCLINE.

5. Staff at the Ordering Library are notified of pending Loansome Doc requests when they log on to DOCLINE. The requests are printed and processed. Each is handled according to the printed instructions on the request as specified by the Grateful Med user.

6. If the Ordering Library fills the request, the order record is updated as "Filled," and the photocopy of the document is mailed, faxed, or set aside for pickup by the user. If the user's Ordering Library is unable to fill the request and the user has indicated that the request can be sent to another library, the Ordering Library then transfers the request and routes it to another library that has the journal with the requested article. If the user indicates that the request should not be forwarded to another library, the Ordering Library then updates the request as "Not Filled," and the user's request is cancelled.

Requesting a Status Report

NLM updates the status of all document orders daily in the MEDLARS Loan Status File. The Grateful Med user may request a status report of document orders through a dial-up to the NLM computer initiated from the Loansome Doc Actions screen. Twenty-four hours after an order is sent, a user may expect to find it in the Loan Status File. The Loan Status Report consists of an order number, an abbreviated title, and one of five possible status notations: ("Order Not Yet Read by Library," "Filled (date)," "Not Filled (date)," "In Process," "In Process - Order Forwarded to Other Library.")

Costs

Users will incur an average charge of 30 cents for the online connection to transmit a batch of requests to a library. Photocopy or other source charges for providing the documents will vary from library to library.

For a complete list of NLM Fact Sheets, write to: Office of Public Information, National Library of Medicine, 8600 Rockville Pike, Bethesda, Maryland 20894. Fax: 301/496-4450. Internet address: publicinfo@occshost.nlm.nih.gov

Internet

Access to NLM fact sheets is also available for Internet users through FTP (File Transfer Protocol.) To access, ftp to nlmpubs.nlm.nih.gov and log in as: anonymous.

APPENDIX H

GENERIC LOANSOME DOC REGISTRATION FORM

Name _____

Grateful Med User ID _____

Delivery Address _____

Type of Business/Profession _____ Phone (   )_____ Fax (   ) _____

METHOD OF PAYMENT (choose one)

_____ **Deposit account (minimum balance of $50.00)**

_____ **Departmental bill back** _____
                                          Signature of department head

PLEASE READ AND SIGN BELOW:

I understand that Loansome Doc provides me with a convenient means to request articles. I understand that like a library's interlibrary loan program, Loansome Doc is a fee-for-service.

_____(librarian) will place any Loansome Doc request received for in-house materials in my mailbox and either myself or someone on my staff will photo-copy these articles.

_____ (librarian) will order any article not held within the Library and charge me/the department for these articles.

I understand that 10 articles per day is the maximum number of articles which I may request per day.

This agreement is valid for one year from _____ to _____.

WARNING CONCERNING COPYRIGHT COMPLIANCE

The copyright law of the United States (Title 17, United State Code) governs the making of photocopies or other reproductions of copyrighted materials. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other

reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement. This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of the Copyright Law.

I understand the material I request may be subject to copyright restrictions (Title 17, U.S. Code). I hereby authorize the _____ Library to process all requests submitted by myself and agree to pay any charges incurred for the service.

Signature _____ **Date** _____

Return this form to: _____ **Library**

_____

_____

APPENDIX I

GENERIC LOANSOME DOC FEE SCHEDULE

As soon as the Loansome Doc registration form is completed and signed, the _____ Library will provide you with the Ordering Library ID. This ID will allow you to electronically order articles and eliminate having to copy down citations on slips of paper. The _____ Library will not honor any Loansome Doc request prior to receiving the completed and signed registration form.

The Library staff of _____ Hospital is able to provide you with the following services through Loansome Doc.

Loansome Doc requests for journal articles will be receipted daily and articles not available in the _____ Library will be electronically ordered for you within 24 hours of receipt.

Requests referred to other providing libraries are on an average filled within a 1-1/2 week timeframe. If you do not receive an article two weeks after ordering, please notify _____ (Librarian).

Requests for journal articles may be checked in your Grateful Med program by using the Loansome Doc screen. NOTE: it takes 274 hours for ordered requests to be located in the Loan Status File.

 Regretfully, Loansome Doc does not have a provision for cancelling requests once they are received by the _____ Library.

 There is no provision in Loansome Doc for RUSH FAX or FEDEX deliveries.

I look forward to providing you with this new service and serving as your link to full-text medical literature.

Please call _____ (librarian) at (   ) _____ if you have any questions.

Loansome Doc Charges per Article

Patron Type	Article Charge	Fax Charge
Affiliated hospital staff member	$ 8.00	$16.00
Unaffiliated health professional	$12.00	$16.00
Business and individuals not covered in above categories	$16.00	$20.00

APPENDIX J

Registration Form: Transactional Reporting Service (TRS)

To register in Copyright Clearance Center's TRS, please fill in the information requested below and return to CCC. You will then be assigned an account number and receive the latest catalog, *Titles and Fees*, and complete instructions for utilizing the TRS. Or, access **CCC Online** via our World Wide Web home page on the Internet, and register online, where you may directly access *Titles and Fees.*

Contact Name: _____

Title/Dept: _____

Organization: _____

Address: _____

City: _____St: _____ Zip: _____

Telephone: _____Fax:_____

Alternative contact (if any): _____

Billing Contact:_____

Type of Organization: *(Please check appropriate category)*

_____ Document Supply   _____ Medical Organization

_____ Information Business   _____ Publisher

_____ Copy Shop   _____ Corporation

_____ Academic Institution   _____ Law Firm

_____ Academic Fee-based Service   _____ Other _____

_____ Government Agency

Method of Payment:
_____ Enclosed is the $100.00 Annual Service Fee
(Check or Money/Purchase Order) Check/Purchase Order #: _____
_____ Invoice me for $100.00 Annual Service Fee

_____ Charge my   _____ Mastercard   _____ Visa *(check one)*

Account #: _____Exp. Date:_____

Signature: _____

- -

CCC OFFICE USE ONLY: Rep: _____ Acct: _____ Date: _____

- -

Copyright Clearance Center, Inc., 222 Rosewood Drive, Danvers, MA 01923
Phone: 508/750-8400   FAX: 508/750-4470
URL: http://www.copyright.com/   E-mail: feedback-trs@copyright.com

Reporting Methods

Internet
- Users may report via *CCC Online,* by accessing CCC's World Wide Web home page:
  URL: http://www.copyright.com/

Electronic Media
- Users may report transactional copying on a variety of media:
  - 9 track tape formatted at 1600 or 6250 BPI
  - TK50/TK70 Cartridges in VMS copy format for DEC systems
  - 5 1/4" IBM 360K Format
  - 5 1/4" IBM 1.2Mb Format
  - 3 1/2" IBM 760K Format
  - 3 1/2" IBM 1.44 Mb Format
  - 150Mb Mountain Computer Backup Tape
  - 150Mb/250Mb Everex Streaming Tape Backup

Log Sheets
- Included on every issue of *Title and Fees* are two different log sheets for reporting photocopying activity.

- Use your own computerized log sheet, formatted in accordance with the log in *Titles and Fees.*
  Please mail or fax reports on a monthly basis.

Payment Plans

Deposit Account
- Establish a deposit account by estimating the cost of your future reporting and forward payment to CCC (minimum of $50.00). This amount will be credited to your account.

Invoicing
- Invoices are produced at month-end based upon data processed.

Credit Cards
- Mastercard/Visa can be used as a means of payment.

  Please note that a $.25 CCC service charge will be applied to each transaction.
  An 8% discount is offered to customers who report via the World Wide Web
  or according to the CCC TRS EDI specification.

APPENDIX K

ALA NATIONAL INTERLIBRARY LOAN CODE, 1980

Adopted by Reference and Adult Services Division Board of Directors, New York, 1980

Introduction

Interlibrary loan is essential to the vitality of libraries of all types and sizes and is a means by which a wide range of material can be made available to users. This code is designed primarily to regulate lending relations between research libraries and between libraries operating outside networks or consortia. It is recognized that through specific agreements, libraries organized geographically, by mutual subject interest, or other bases will have developed codes of their own. It is not the intent of this code to prescribe the nature of interlibrary lending under such arrangements.

The effectiveness of a national system of interlibrary lending is directly related to the equitable distribution of costs among all the libraries involved. Interlibrary loan is an adjunct to, not a substitute for, collection development in individual libraries. Requests to national and research libraries or requests beyond networks and consortia should only be made after local, state, and regional sources have been exhausted. It is understood that every library must maintain an appropriate balance between resource sharing and responsibility to its primary clientele.

The national code contains general guidelines for the borrowing and lending of library material. Details of procedures to be used in implementing the code will found in Boucher, V. (ed.) *Interlibrary Loan Handbook* (ALA, 1984). All libraries participating in interlibrary loan should have copies of this publication and should follow these recommendations. The manual also provides information on international interlibrary loan.

The Reference and Adult Services Division, acting for the American Library Association in its adoption of this code, recognizes that the exchange of material between libraries is an important element in the provision of library service and believes it to be in the public interest to encourage such an exchange.

I. Definition

An interlibrary loan is a transaction in which library material, or a copy of the material, is made available by one library to another upon request.

II. Purpose

The purpose of interlibrary loan as defined in this code is to obtain, for research and serious study, library material not available through local, state, or regional libraries.

III. Scope

A.   A loan or a copy of any material may be requested from another library in accordance with the published lending policy of that library. The lending library will decide in each case whether a particular item can be provided.

B.   Most libraries will not ordinarily lend the following types of materials:

1.   Rare or valuable material, including manuscripts;
2.   Bulky or fragile items that are difficult or expensive to ship;
3.   Material in high demand at the lending library;
4.   Material with local circulation restrictions;
5.   Unique material that would be difficult or impossible to replace.

IV. Responsibilities of Borrowing Libraries

A.   Each library should provide the resources to meet the study, instructional, information, and normal research needs of its primary clientele. This can be accomplished through its own collection or through local, state, or regional cooperative resource-sharing agreements. Material requested from another library under this code should generally be limited to those items that do not conform to the library's collection development policy and for which there is not recurring demand.

B.   The interlibrary loan staff of each library should be familiar with, and use, relevant interlibrary loan documents and aids. These include this code, the *Interlibrary Loan Procedure Manual*, lending policies of the major research libraries, and standard bibliographic tools and services.

C.   Each library should inform its users of the purpose of interlibrary loan and of the library's interlibrary borrowing policy.

D. The borrowing library is responsible for compliance with the Copyright Law (Title, 17, U.S. Code) and its accompanying guidelines, and should inform its users of the applicable portions of the law. An indication of compliance must be provided with all copy requests.

E. Requested material must be described completely and accurately following accepted bibliographic practice as outlined in the current *Interlibrary Loan Procedure Manual*. If the item cannot be verified, the statement "cannot verify" should be included along with complete information as to the original source of the citation.

F. The borrowing library should carefully screen all requests for loans and reject any that do not conform to this code.

G. Standard bibliographic tools, such as union catalogs, computerized databases, and other listing services, should be used in determining the location of material. Care should be taken to avoid concentrating the burden of requests on a few libraries.

H. Standard interlibrary loan formats should be used for requests, regardless of the means of transmission.

I. The safety of borrowed material is the responsibility of the borrowing library from the time the material leaves the lending library until it is received by the lending library. The borrowing library is responsible for packaging the material so as to ensure its return in good condition. If damage or loss occurs, the borrowing library must meet all costs of repair or replacement, in accordance with the preference of the lending library.

J. The borrowing library and its users must comply with the conditions of loan established by the lending library. Unless specifically forbidden by the lending library, copying by the borrowing library is permitted provided that it is in accordance with the Copyright Law and no damage to the original material will result.

K. The borrowing library should encourage library users to travel to other libraries for on-site access to material when extensive use of a collection is required or the nature of the material requires special handling. The borrowing library should assist the user in making the necessary arrangements.

V. Responsibilities of Lending Libraries

A. The decision to lend material is at the discretion of the lending library. Each library is encouraged, however, to interpret as generously as possible its own lending policy with due consideration to the interests of its primary clientele.

B. A statement of interlibrary loan policy and charges should be made available upon request.

C. The lending library should process requests promptly. Conditions of loan should be stated clearly and material should be packaged carefully. The lending library should notify the borrowing library when unable to fill a request, stating the reason for not filling the request.

D. A lending library is responsible for informing any borrowing library of its apparent failure to follow the provisions of the code.

VI. Expenses

A. The borrowing library assumes responsibility for all costs charged by the lending library, including transportation, insurance, copying, and any service charges. The borrowing library should try to anticipate charges and authorize them on the original request.

B. It is recommended that nominal costs, such as postage, be absorbed by the lending library.

C. If the charges are more than nominal and not authorized by the borrowing library, the lending library should inform the requesting library and ask for authorization to proceed.

VII. Duration of Loan

A. The duration of loan, unless otherwise specified by the lending library, is the period of time the item may remain with the borrowing library disregarding the time spent in transit.

B. Interlibrary loan material should be returned promptly.

C. The borrowing library should ask for renewals only in unusual circumstances. The renewal request should be sent in time to reach the lending library no later than the date due. If the lending library does not respond, it will be assumed that renewal, for the same period as the original loan, is granted.

D. All material on loan is subject to immediate recall, and the borrowing library should comply promptly.

Appendix L

Greater Midwest Region
UNION LIST OF SERIALS

Coming in June!

Institution _____

Address _____

City _____ State _____ Zip _____

Contact Person _____

Phone(   )_____

Number of Sets Ordered _____   Make checks payable to UNIVERSITY OF ILLINOIS

Mail to: **NN/LM Greater Midwest Region**
University of Illinois at Chicago
Library of the Health Sciences (M/C 763)
(Price: $40.00/Set if payment accompanies request   **1750 W. Polk Street**
    Add $10.00 for purchase order requests   **Chicago, IL 60612-7223**

Coming in June!

Appendix M

Contacts

SERHOLD (See Section IV)	Call GMR for referral	1-800-338-RMLS
DOCLINE Application	GMR	1-800-338-RMLS
DOCLINE Revisions	GMR	1-800-338-RMLS
DOCLINE Problems	NLM	1-800-633-5666
Loansome Doc	GMR	1-800-338-RMLS
DOCUSER Changes	GMR	1-800-338-RMLS

Appendix N

National Library of Medicine
F A C T   S H E E T

INTERLIBRARY LOAN POLICY

May 1995

Most of the literature in the general and historical collections of
the National Library of Medicine (NLM) is available for interlibrary
loan to any library. NLM does not loan directly to individuals.
Libraries should send requests via DOCLINE,® NLM's automated ILL
request and referral system, through the National Network of
Libraries of Medicine® (NN/LM). Requests should be sent directly to
NLM only for those titles not held in NN/LM libraries. The statement
"Not Available in Region" must appear on the interlibrary loan
request. The Regional Medical Libraries (RMLs) have established
lending procedures for their regions. To reach your RML, phone 800/
338-RMLS. (See NLM Fact Sheet, National Network of Libraries of
Medicine.) Loans requested from NLM must comply with the
instructions in this policy and with the provisions of the National
Interlibrary Loan Code of the American Library Association (ALA).

Methods of Borrowing

Requests will be accepted via the following methods:

1. DOCLINE, using the following Library Identification
    (LIBID) numbers:
    20209A-general collection
    20209C-general collection, Clinical Emergency
    20209B-historical collection

2. ALA or IFLA Interlibrary Loan Request Forms

3. Internet: ill@nlm.nih.gov

4. Telefacsimile: 301/496-2809

Inquiries regarding ILL policy, practice, and information pertaining to specific requests may be sent to the ILL internet address or the ILL fax number.

All requests for material to be photocopied must include the applicable statement of conformance to either the U.S. Copyright Act of 1976 (CCL) or Copyright Guidelines (CCG). Requests for loans of audiovisuals must include the CCL statement.

• Requests must include the authorizing person's name (if sent by electronic transmission) or the signature of the authorizing person at the borrowing library (if the form is sent by mail).

• NLM requires that a requesting library include its LIBID number and complete address on each request. The LIBID may be obtained by searching the DOCUSER database on the MEDLARS system or by contacting the appropriate Regional Medical Library.

• Each item or item segment (chapter, part of issue, etc.) must be requested separately.

• Citations verified in NLM publications or NLM databases should include NLM call numbers. The call number is identified by 02NLM in CATLINE® and recently printed catalogs and 04NLM or DNLM in catalogs printed before January 1983. NLM's CATLINE, SERLINE® and AVLINE® databases are accessible via the Locator system. To access Locator, set terminal emulation to VT100, telnet to locator.nlm.nih.gov and enter locator (in lower case letters) at the log in: prompt.

• Give source of verification whenever possible, stating the specific NLM database containing the citation and the MEDLINE® or SERLINE unique identifier. Requests not verified or those which do not contain the summary of sources searched will not be processed.

• It is not possible for NLM to cancel a request once it is received.

Forms of Loans

Material will be provided in the original form, as a photocopy, or in microfilm. The form will be determined by NLM. Literature in the collection printed before 1914 is usually loaned in the form of microfilm or photocopy. These materials are available from the

History of Medicine Division (HMD). Audiovisual titles are available for loan. Pre-1970 audiovisuals are available from the HMD. Computer-Assisted Instruction (CAI) materials are not loaned. (See NLM Fact Sheet, Access to Audiovisual Materials.) NLM will accept DOCLINE requests for transmission of materials via Ariel and fax. Ariel and fax requests must contain a complete citation, the ariel address or facsimile phone number, an office telephone number, the complete address, and LIBID number of the borrowing library.

Clinical Emergencies

To request fax transmission for emergency patient care requests, the CLINICAL EMERGENCY requirement must be indicated on the request. DOCLINE participants should prefix these requests to NLM at LIBID 20209C. During the hours the Library is open, these requests will be filled within 2 hours. If NLM is unable to fill the request, notification will be transmitted within 2 hours.

NLM will refer requests when Refer On is indicated as a comment on an electronically transmitted request or at the top of an ALA or IFLA form. Requests must be within the scope of the NLM collection, not available at NLM, carry complete citation information and be identified as held by another library.

The loan period for original material, microfilm, and audiovisuals is one month, not including transit time. No renewals are granted. Libraries with overdue items will be billed for lost materials after two overdue notices have been sent. Interlibrary loan service will not be provided to delinquent accounts.

Delivery and Returns

NLM will pay postage for outgoing loans. The borrowing library will pay postage for the return of borrowed materials; is responsible for material from time of receipt until returned and received at NLM; will replace materials lost or irreparably damaged, and meet repair cost for damaged materials. For the protection of the borrowing library, it is suggested that materials be insured or registered and that a return receipt be requested.

- Return post-1913 printed materials, post-1969 audiovisuals, and pre-1914 microfilm to the Collection Access Section. Return pre-1970 audiovisuals to the History of Medicine Division.

- Pack materials properly for return, and inspect all materials to ensure that all parts, including guides are returned. Protect corners and edges of books well and mail unbound materials flat. Do not reuse NLM's jiffy bag. Audiovisual materials should not be returned in fiber jiffy bags.

International Requests

Materials in the original form will not be loaned outside the U.S. International libraries may submit requests through their MEDLARS Center. If the item is not available from the MEDLARS Center and the Center does not have access to DOCLINE, international libraries may send requests to the ILL internet address, fax number, or by mail.

Charges

- U.S. libraries-$8.00 for each filled interlibrary loan in the form of a photocopy or loan of a book, audiovisual, or microfilm.

- There is a $3.00 surcharge for photocopies provided via telefacsimile.

- International libraries-$10.00 (U.S.) for each filled interlibrary loan in the form of a photocopy.

- Federal libraries-NLM will provide service free of charge to most federal libraries if the requesting library has complied with NN/LM policy for routing of interlibrary loan requests. Special arrangements will be made with high volume requestors.

- Do not send payment with the loan request. Invoices will be issued quarterly by the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161 and are payable to NTIS. Libraries are expected to establish a deposit account with NTIS to facilitate payment. Coupons are not accepted as payment for these charges. Interlibrary loan service will not be provided to libraries with delinquent accounts.

- Please keep a copy of each loan request form returned with each item. The loan request number appears on the summary page of the invoice and is needed to interpret the invoice charges. NLM is unable to provide a second copy at the end of each quarter.

Special Photographic Services

Photographs or slides of portraits, prints, charts, and other pictorial work require special procedures. Write to: Prints and Photographs Collection, History of Medicine Division (address below) for information and costs. Orders requiring copyright owner's permission will not be accepted unless accompanied by this permission in writing.

Interlibrary Loan Information

Address requests as follows:

1) For journal and monograph material published after 1913 and audiovisual material produced after 1969: COLLECTION ACCESS SECTION

National Library of Medicine
LIBID: 20209A (Regular) or
20209C (Clinical Emergency)
8600 Rockville Pike
Bethesda, Maryland 20894
Telephone: 301/496-5511
Fax: 301/496-2809
Internet: ill@nlm.nih.gov

2) For journal and monograph material published before 1914 and audiovisual material produced before 1970: HISTORY OF MEDICINE DIVISION

National Library of Medicine
LIBID: 20209B
8600 Rockville Pike
Bethesda, Maryland 20894
Telephone: 301/496-5405
Fax: 301/402-0872

Internet: ill@nlm.nih.gov

All NLM Fact Sheets are available via the NLM Gopher at gopher://gopher.nlm.nih.gov:70/ and via anonymous ftp at ftp://nlmpubs.nlm.nih.gov.

Appendix 0

Telefacsimile Service for Interlibrary Loan Requests

The National Library of Medicine (NLM) accepts interlibrary loan requests transmitted by telefacsimile and uses telefacsimile services to respond to clinical emergency interlibrary loans and non-emergency interlibrary loans.

CLINICAL EMERGENCY FAX SERVICE

NLM considers emergency requests to be those from libraries requesting information for health care providers delivering direct patient care under emergency circumstances. This service is designed to provide these health care providers with immediate access to information during emergencies when local and regional sources are unavailable or inaccessible. During the hours that NLM is open, these emergency requests are filled within two (2) hours of receipt. If NLM is unable to fill these requests, notification is transmitted within two (2) hours. Requests are accepted anytime that the Library is open. NLM's hours of business are listed on page O.-3. To ensure that NLM identifies these requests as clinical emergencies, the following terminology should be used to label or identify emergency requests: *CLINICAL EMERGENCY; PATIENT CARE; MEDICAL EMERGENCY; EMERGENCY*; and/or *URGENT.* All other terms are subject to the interpretation of NLM.

Clinical Emergency requests using DOCLINE:
NLM prefers that libraries input their emergency requests into DOCLINE, as with all other requests, outlined as follows:

1. Input the request into DOCLINE and type "F" for fax as the delivery mode if you have provided a fax number in your DOCUSER record.
2. Type "FAX" and your fax number., separated by dashes, in the Comments Field, if your fax number is not in your DOCUSER record.
3. Type "Emergency" in the Comments Field and complete the request.
4. Get into Status, and select "Reprint Request", and using the Docline request number print out a copy of the request.
5. Fax this copy of the DOCLINE request to NLM.

NLM will process the request as an emergency. The DOCLINE request will be received at NLM the following day, and it will be updated accordingly at that time. By following this procedure, NLM does not have to separately key the request into DOCLINE, and the requesting library's DOCLINE reports will accurately reflect these emergency requests. All DOCLINE requests for emergency service that routinely come to NLM will be responded to within two hours of receipt. Remember that requests are not received by NLM on the same day they are input into DOCLINE. By following the above procedures, the requesting library will save several hours of time.

NON-EMERGENCY and REGULAR FAX SERVICE

As an information and document delivery provider, NLM also accepts non-emergency requests transmitted by telefacsimile and uses telefacsimile to fill these requests. Non-emergency items in need of a timely response and labeled *RUSH* or *ASAP* will be faxed back as soon as possible; usually within 24 hours of receipt. Items labeled *PLEASE FAX*, or other related terms, are also considered non-emergency requests. These items are processed as regular interlibrary loans and faxed to the borrowing institution within four working days of receipt. Interlibrary loan requests received by fax without any special instructions for faxing will be filled as regular interlibrary loan requests and mailed within four working days of receipt in keeping with the National Network/Libraries of Medicine (NN/LM) standard.

PROBLEMS with FAX TRANSMISSIONS

Whenever incidents of poor or incomplete transmission occur that result in illegible copies or non-receipts, NLM will supply a second copy free of charge when requested. Notification of poor transmission is required from the borrowing institution within 24 hours of receiving the initial transmission from NLM. If further transmission problems occur, NLM will mail the item to the requesting library.

REMINDERS
- NLM's policy is to limit serial and monograph requests, transmitted by fax, to 25 pages per item. For exceptions, contact Julia Player, ILL Coordinator, Collection Access Section, at 301/496-5511 or Fax: 301/496-2809.
- Telefacsimile requests must contain the return fax phone number, an office phone, and the complete address of the borrowing library. The LIBID may be substituted for the address.
- There is a $3.00 surcharge for each filled faxed request, in addition to a charge of $8.00 per domestic interlibrary loan and $10.00 per international interlibrary loan.

NLM BUSINESS HOURS:

Regular Hours (Labor Day through Memorial Day):

Monday - Wednesday _____	8:30 a.m. - 5:00 p.m.
Thursday_____	8:30 a.m. - 9:00 p.m.
Friday _____	8:30 a.m. - 5:00 p.m.
Saturday _____	8:30 a.m. - 12:30 p.m.

Summer Hours (Memorial Day through Labor Day):

Monday - Friday _____	8:30 a.m. - 5:00 p.m.
Saturday _____	8:30 a.m. - 12:30 p.m.

Closed Federal Holidays

Fax Phone: (301) 496-2809

Collection Access Section
October 1994

Appendix P

INSTRUCTIONS FOR UPDATING YOUR DOCLINE ROUTING TABLE

1. Complete the cover of the *NLM DOCLINE Routing Table Change Request Form.*

2. Annotate a copy of your current DOCLINE routing table to show **all** the changes to be made. If you do not already have a copy of your current routing table, contact the GMR office and request a copy. NLM **requires** an annotated copy no matter the extent of the changes.

    a. Cross out any libraries to be removed completely. LIBIDs must still be legible.

    b. For libraries being moved to a different cell, list the new cell number at the end of the line (i.e., move to cell 4). *No cross-outs or arrows, please.*

3. For each new library added to the routing table, the LIBID and institution (no OCLC or SERHOLD codes) should be typed on a separate sheet of paper, clearly marked: "Additions to Cell 1," etc.

4. If you are making more than 5 changes, type your revised table on pages 2-4 of the enclosed NLM DOCLINE Routing Table Change Request Form as well.

5. If you have any questions, please call your state outreach librarian at 800/338-7657 or 312/996-2464.

Seana Hasson	Lisa Jacob	Cara Wilhelm
IA, MN, ND, SD, WI	IL, IN	KY, MI, OH
shasson@uic.edu	ljacob@uic.edu	caralw@uic.edu

The National Network of Libraries of Medicine Greater Midwest Region strives to complete all DOCLINE routing table changes within two weeks after receipt. Tables requiring extensive revisions may be forwarded to the National Library of Medicine. The changes will go into effect the day after they are keyed into the computer. A copy of your revised table will be mailed to you approximately one week after the changes are made and proofread.

The Greater Midwest Region has a large population of DOCLINE libraries and the office revises **many** routing tables each week. Your cooperation in following these instructions is appreciated.

APPENDIX Q

LOANSOME DOC PROVIDER LIBRARY

Library _____

Institution _____

Address _____

City _____ State _____ Zip _____

LIBID _____ SERHOLD Code_____

Contact Person/Title _____

Phone _____ Fax _____

Level of Loansome Doc Service Library is willing to provide:
_____Only affiliated Grateful Med users
_____Affiliated and Unaffiliated Grateful Med Users
Restricted on unaffiliated users (check all that apply):
_____Only a limited number of GM users: # _____
_____Only from the following geographic areas:
_____

_____Only with certain specialties (e.g. nurses, oncologists, etc.):
_____
Library will charge for Loansome Doc service to unaffiliated health professionals:
_____Yes   _____No
Special circumstances about the level of Loansome Doc service (e.g. will not serve
attorneys, information brokers, private enterprise):
_____
_____

Please return this form to: Outreach Librarian (YOUR STATE)
                               NN/LM Greater Midwest Region
                               University of Illinois at Chicago
                               Library of the Health Sciences (M/C 763)
                               1750 W. Polk St.
                               Chicago, IL 60612

Please call the GMR office at 800/338-7657 if you have any questions.